



Lesbian, gay, bisexual and trans+ people in the South West

Registered charity 1171878

Strategic Plan 2019 - 2024

Background

Intercom was founded in 1997 to address gaps in social health and wellbeing services for LGB people in the South West. The founders identified social isolation as a key problem for the most vulnerable. The needs of LGB minorities were not heard and there were no effective community voices campaigning locally. The founders mandated that Intercom must never lose sight of the principle that we are, and must remain, community-led.

Unfortunately the need for Intercom remains as critical today as it was in 1997. Despite advances in attitudes and legislation, our communities still face inequality, prejudice, and discrimination. We continue to evolve to meet the changing needs of the communities we serve. We are working with more trans+ and young people than ever before and are continuing to develop our organisation and services to improve the quality of life of LGBT+ people across the region.

Our Vision

A South West where people respect diverse sexual orientations and gender identities and LGBT+ communities live with real equality.

Our Values

Intercom is a community-led LGBT+ specialist organisation that:

- has high professional standards;
- promotes equality and justice;
- is confidential and trustworthy;
- is transparent and has integrity;
- is fair, inclusive, non-judgemental, and respectful of difference.

Our 2019 – 2024 Goals

1. To continue to provide high quality, locally accessible, Help, Support, and Advocacy.
2. To build capacity to meet ever-increasing and changing demand for our services
3. To refine our measurement and analysis of demand and impact in everything we do.
4. To continue to provide high-quality education, training, and consultancy.
5. To represent our communities' interests at local and national levels.
6. To be acknowledged as the leading LGBT+ community-led organisation in the South West.
7. To further develop our partnerships both locally and nationally.
8. To strengthen our financial sustainability and diversify our income streams.
9. To continue to value, invest in, consult, and support our team
10. To maintain and develop robust governance and management structures and processes.

What we do

Help, Support & Advocacy

This service provides direct support to people who are in need because of prejudice or discrimination, or are supporting someone who is. This accounts for the majority of Intercom's activities.

Our Helpline provides support and signposting across the region and is complemented by Community Support Workers and Counsellors who provide face-to-face support. We also facilitate a number of LGBT+ Support Groups and maintain a directory of around 100 LGBT+ grassroots organisations to help people access their communities.

The demands placed on our service have never been greater and we have a strong evidence-base both for the need for our work and for the real difference it makes to people's lives.

Support Young People

We have a number of projects to meet the ever-increasing demand from young people and those that support them.

Our youth group, Young and Yourself (YAY), provides social and personal development opportunities for young LGBT+ people in Cornwall, promoting equality and rights for the next generation. Our regular Gender Identity Family Days, held across the region in partnership with local youth groups, provide a safe space specifically for young trans+ people and their families to come together and share their experiences.

For schools, we continue to develop LGBT+ Lunchtime drop-in sessions and co-produced Trans Guidance for Schools (DFE best practice document), which is now in its second edition. We also hold conferences which bring professionals and young

people together to enhance understanding and practice in schools and other youth services.

Training & Consultancy

Our standard and bespoke LGBT+ training and consultancy offerings are informed by the communities we support and live within. They are relaxed, accessible, and engaging, and are suitable for any organisation striving to better meet their diversity and inclusivity goals.

We continue to support schools, commercial firms, third sector providers, local government, police, NHS, and other public bodies to meet their particular needs.

Partnerships & Collaborations

We work with police authorities, clinical commissioning groups, and local councils to help them to better support victims of hate crime and LGBT+ people with mental health and social care needs. We also sit on the Equalities Reference Group at Devon County Council to represent our communities and are supporting Dorset Police to set up a similar group.

We work in partnership with the Tavistock and Portman NHS Foundation Trust who provide clinical support for under-18s living with gender conflict and variance and their families.

Our relationship with Plymouth University Clinical Psychology Department enables doctorate students to be placed part-time with us and are valued expert members of the Help, Support and Advocacy team.

